

# Denbighshire Supported Housing Protocol

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DRAFT

Agreed by:

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Lead Officer:

Contact Officer:

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# Denbighshire Supported Housing Protocol

## 1. Background

1.1 We all need somewhere to live and most people in our community live independently, usually in a house or a flat. However some are unable to do so and supported housing enables people to live within the community with some degree of independence.

1.2 Examples include

- Frail older people
- People with medical conditions
- Young people not yet ready for independent living
- People fleeing domestic violence
- Those leaving institutions (including ex-offenders) and
- Those with alcohol and drug related issues

1.3 For the purpose of this protocol, the definition of supported housing is:

“Where support is delivered alongside the provision of accommodation and the support continues to be delivered in that property even when one person moves out and another person moves in”.

1.4 For the purpose of this protocol the terms consult and consultation mean:

“Exchange of opinions: a discussion aimed at ascertaining opinions and/or reaching an agreement”

The aim of consulting around proposed supported housing projects will be to ensure that all the facts are shared, discussed and considered in a balanced and fair way. The commitment to consult will not always mean that consulted parties will be able to say yes or no to a particular proposal.

1.5 Currently there are nearly 1700 units of supported housing available in Denbighshire (including sheltered accommodation) and approximately 450 units of floating support. Some expansion of supported housing is needed to ensure that sufficient suitable accommodation is available to all in our community.

1.6 This protocol sets out a process which is designed to ensure:

- That elected members and neighbourhoods within which supported housing is located are adequately briefed/consulted
- Risks are identified and managed, and
- A balance is achieved between the needs of individuals and wants of a community.

1.7 Supported housing schemes commissioned by the Council will always derive from the Council's agreed strategies (e.g. Housing, Homelessness, Supporting People, Social Care commissioning strategies) which themselves are based on evidence and research into needs.

1.8 Failure to meet needs within a managed framework can have potentially serious consequences, such as:

- Agencies introducing schemes without adequate explanation to local communities, resulting in a negative or hostile response
- A lack of specialist support for those with support needs be it young homeless people establishing a stable lifestyle, helping people with alcohol or drugs related problems, caring for the frail elderly or trying to help ex-offenders build a life away from crime; and
- A rise in homelessness and rough sleepers in the County

1.9 We know the nature and scale of the consequences of the "do nothing" option on some of the issues. For example, ex-offenders who do not have a satisfactory home are more likely to reoffend. Indeed two-thirds are likely to re-offend within 12 months, whereas only one-quarter of ex-offenders with satisfactory accommodation re-offend. A "do nothing" approach increases the likelihood of re-offending – a managed situation can reduce crime.

1.10 We also know that appropriately located and well managed facilities can co-exist with local communities without causing disruption. Examples include:

- Y Dyfodol in Rhyl
- Accommodation for people with learning disabilities in Henllan, Rhuddlan and many other communities throughout Denbighshire.
- Llys Marchan, in Ruthin, which has provided accommodation, support and care for people with mental health needs for many years.

1.11 Sometimes things go wrong but over the last few years we have worked closely with Registered Social Landlords (RSL's) and support providers to ensure nuisance and anti-social behaviour arising is minimised and addressed.

**1.11.1** This protocol covers all new and substantially changed supported housing schemes such as those listed earlier, but not premises which are registered as nursing homes or residential homes with the Care and Social Services Inspectorate for Wales.

1.12 The protocol incorporates:

- The Supporting People funding regime;
- Proposals for Learning Disability Community Living schemes funded by Social Services
- Shared living schemes responding to homelessness needs and
- Will be recommended for use for all RSL's, public agencies (e.g. BCU and Probation) and private sector developers.

1.13 Officers from Housing, Adult Services (Supporting People and Social Care teams) and Planning have jointly produced this protocol with elected member representatives. These liaison arrangements will continue but within the protocol it is stressed that the entire process operates quite separately to the Planning and Development Control process. Planners will be briefed on potential schemes and partners advised that cases will arise where planning permission may not be given.

1.14 This Protocol will be reviewed 12 months' after adoption by the Supported Housing Panel. The operation of the Panel will be reviewed at the same time.

## 2. Outline of Process

1	Council and partners agree needs and priorities within strategic plans.		
2	Submissions invited from providers/tendering process against specifications. Tender awarded	Suitable location(s) for specific schemes sought by RSL, service or support provider	<b>Notes:</b> The order of actions for 2 & 3 may be reversed depending on circumstances
3	Suitable location(s) sought	Submissions invited from support providers/tendering process against specification. Tender awarded	
4	Schemes classified by Supported Housing Panel on basis of risk and sensitivity (using information from service specification and sensitivity matrix - see Appendix 1) . Ward member/s briefed in confidence that scheme may be coming forward		
5	Site Assessment report completed for all schemes. Officer Panel (Director, Planning, Supporting People, Housing, Community Living) assesses proposals and identifies a preferred location (if there is more than one possibility) using detailed information from the Site Assessment Report (see Appendix 2). Any planning issues clarified (see Appendix 3).		
6	Confidential briefing and consultation with ward county councillors and Lead Member(s) on proposed/ preferred location. Briefing/consultation plan with key stakeholders agreed.		
7	Briefing and consultation with key stakeholders, e.g. immediate neighbours (the definition used for planning purposes will be used), Member Area Group, town/community councillors.		
8	Proposal amended (if necessary) on basis of briefings/consultation, including liaison and review arrangements.		
9	Decision made. Delegated decision made by Lead Member or recommendation to Cabinet by Supported Housing Panel (Appendix 4)		
10	Monitoring/review		
<p>**Please note that this is a general description of the arrangements in the protocol and more specific processes for Supporting People, Community Living, homelessness schemes and the Bail Accommodation and Support Services (which are similar but can differ in important respects) are set out in Appendix 5**</p>			

### **3. Commentary**

#### **3.1 Equalities**

To help prevent discrimination and to promote equality this protocol supports the adherence to the Equalities Act 2010. There are three main principles; A public body must

- Eliminate discrimination, harassment and victimisation
- Advance Equality of opportunity, and
- Foster good relations between people of different protected characteristics,

The Act covers employment and the provision of goods and services (including both staff and the public who access services) In addition to the general duty; Wales' Specific Duties have been created to support compliance of the Equality Duty.

Everybody is included in the Act and there are nine protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

The Welsh Language is not part of the Equality Act as it is covered by its own specific piece of legislation, The Welsh Language Act 1993.

#### **3.2 Gathering information and assessing proposals**

Proposals will be assessed, both via tender processes and at the point specific locations are identified. A judgement about the “sensitivity” of a scheme will be made when specifications are being developed (see Appendix 1). If more than one potential location is found at the next stage, a preferred location will be identified by an Officer Panel (Director, Planning, Supporting People, Housing, Community Living – different combinations depending on the scheme) using information from the Site Assessment Report (Appendix 2).

### **3.3 Briefing and consulting with Councillors and residents**

The consultation with Councillors and other stakeholders takes place at two levels:

#### **3.3.1 County Wide Level**

e.g. relevant Partnership Board, Supporting People Planning Group, Commissioning Bodies, Cabinet. Members and stakeholders will consider the gaps in service provision and determine priorities. Equality Impact Assessments will be carried out by the relevant department, the review and updating of the EqIA will remain the responsibility of the relevant department.

Tender specifications will be issued to potential providers inviting submissions to meet agreed priority needs. These will be assessed, and tenders awarded, in accordance with Contract Procedure Rules.

At this stage, the sensitivity of schemes will be identified which, once a specific property or properties have been identified, will involve close liaison with Councillors and residents, with special attention to this where schemes are medium to high sensitivity.

This approach will minimise, but not altogether prevent, inappropriate schemes emerging. The approach also has to be flexible, particularly to enable funding opportunities to be exploited or to deal with urgent needs.

#### **3.3.2 Local Levels**

e.g. Ward County Councillors, Lead Members and immediate neighbours. Once a possible location has been identified for a scheme, Ward County Councillors will be informed in confidence that a scheme may be coming forward. Once the site assessment report/s have been completed and any planning issues clarified, a meeting will be arranged with Ward County Councillors. The meeting will:

- Brief members on the scheme
- Set out potential benefits
- Explore the potential for detrimental impacts of the scheme and how these could be minimised
- Agree contingencies should the scheme proceed and cause difficulties



- Identify other local issues which the Council might be able to address as part of the package
- Agree the appropriate means of consulting and briefing those most directly affected by any scheme.

The meeting will make available information from the successful tenders and Site Assessment Report (Appendix 2).

Members will be asked to keep potential locations confidential until arrangements to brief and consult immediate neighbours are in place. In rare circumstances, this could mean enabling scheme residents to move in before immediate neighbours are briefed. Each case will be considered on its individual merits. It may be necessary for the location to remain confidential in order to protect the users of the service, for example; refuges for victims of domestic violence. If this is the case, these reasons will be explained fully to the members and where appropriate will be supported by a Privacy Impact Assessment.

In terms of neighbour briefing and consultation, small scale drop-in sessions - which enable views of those immediately affected to be voiced and responded to - are generally recommended. From experience, large public meetings are not conducive to the careful sharing of information than enables considered views to be formed. This can increase anxiety and the expression of inaccurate and discriminatory views.

### **3.4 Mitigation of community concerns and identifying benefits**

Mechanisms to address potential community concerns on schemes and identify benefits will include:

- Only bringing forward schemes where there is a clear strategic need, and that contribute to corporate strategy (e.g. Homelessness Strategy, Supporting People, Social Care Commissioning Strategies)
- A tendering/selection process to ensure the provider(s) have the appropriate skills and competencies to manage the scheme
- Identifying how scheme residents can make a valued and positive contribution to the community
- Briefing and consulting with residents and responding constructively to suggestions made

- Giving residents access to information about similar schemes – where possible, the opportunity to visit – and, where they want this, on-going assurance through liaison and review mechanisms
- The setting of performance targets including the speed of responding to and resolving complaints from neighbours
- Robust risk and site assessments which are then used to produce measures to minimise potential problems such as nuisance and anti-social behaviour.
- Council officers and officers of other agencies formally assessing the proposals and risk management arrangements plus considering issues such as the extent of supported housing already in an area – specifically any negative interactions which might result
- Locating sensitive developments equitably across the County, in locations where need can be demonstrated, there are appropriate facilities and there is not a concentration of existing supported housing schemes (e.g. West Rhyl)
- Making it clear that the Council will make full use of its regulatory powers to tackle any deficiencies that may arise when a facility is open (e.g. the Housing Acts to address management defects in houses of multiple occupation, the Environment Protection Act to deal with nuisance and Anti-Social Behaviour issues)

### **3.5 Sensitivity**

**3.5.1** Schemes will be classified as of High, Medium or Low sensitivity depending on the degree of risk posed by residents. Consideration will also be given to the general public impression of potential residents- in the interests of promoting equality, meeting needs, ensuring accurate information is provided and managing the introduction of a proposed scheme effectively. See Appendix 1.

**3.5.2** The degree of risk posed may well be less than that perceived by neighbours. Fear and lack of knowledge are not the same as risk. Equalities and other statutory duties also mean the Council has responsibilities to ensure the needs of vulnerable groups are met.

**3.5.3** Given that communities can become very anxious about proposed schemes, it is expected that the Council and local councillors will share good information and accurate pictures of potential scheme residents with local communities to avoid stereotyping and discrimination. It is also expected that those developing schemes will do everything in their power to enable neighbours to visit similar schemes and will support the establishment of liaison groups to

help manage relationships once schemes are up and running and to promote positive community relationships.

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### **3.6 Planning Issues**

**3.6.1** The general principle within this protocol is to expect supported housing developers to seek planning advice at an early stage. This should ease processes and ensure that locations that are unsuitable from a planning perspective are identified at an early stage. Appendix 3 sets out the information that developers will be asked to provide so as to get early planning advice.

**3.6.2** If planning permission for a scheme is needed, this will proceed in line with normal procedures.

### **3.7 Decision-making**

Following consultation and the amendment of proposals to take consultation outcomes into account, a Supported Housing Panel of members, will recommend to Cabinet whether a proposed scheme should go ahead in the location identified. The suggested terms of reference and composition of this Panel is set out in Appendix 4. Where risk and sensitivity are considered low, decisions may be made by delegated decision of the appropriate Lead Member.

Sometimes, schemes will require particularly speedy decision making- for example to accord with BASS (Bail Accommodation Support Service) preferred timelines, or to secure a particular property. In these circumstances, every effort will be made to comply with the spirit of this protocol.

From initial proposal to Cabinet decision should not normally exceed three months.

A decision by the panel not to progress a particular proposal will not preclude the use of that site for other supported housing projects. Each proposal will be assessed on its own merits.

## **Case Study: Mwrog Street, Ruthin**

### **Background:**

A Registered Social Landlord (RSL) had proposed a six unit development, which would include the restoration of 3 derelict properties (to create four units) and the construction of two new build bungalows on land at the rear of the derelict properties.

Following discussion with Housing and Social Services (and detailed analysis of need) it was agreed that three of the units (a flat and the two bungalows) would provide accommodation for 6 adults with learning disabilities who had been identified by Social Services as needing supported accommodation. The remaining three units would provide general needs housing for local people.

### **Key Concerns:**

- ❖ The close proximity of neighbouring properties (and the impact of construction noise and traffic on neighbouring residents)
- ❖ Legal issues around parking and vehicular access for neighbouring properties
- ❖ The conservation of key features of the derelict properties during the renovation
- ❖ The inclusion of 3 units specifically for adults with learning disabilities (previous Learning Disability specific developments in other areas had been met with resistance by some local people)
- ❖ The removal of a commercial business (and demolition of the commercial premises) to the rear of the properties

### **Approach:**

The RSL, Housing and Social Services identified potential stakeholders very early on with a view to ascertaining the likely impact on each stakeholder (or group of stakeholders), and how they might respond.

The RSL and Social Services staff set up an initial meeting with local Elected Members prior to the RSL purchasing the land and prior to the planning application being submitted. The purpose of the meeting was to brief the Elected Members and to discuss any concerns they might have before the public became aware of the proposal. A rep from Housing was also present (to answer any queries re the lettings and affordable homes policy). Concern from neighbours was identified as a major risk and all parties agreed that an information event by invite only would be the best way forward.

An evening drop in event was set up in a local community hall. The event was by invite only, and specifically for immediate neighbours and Elected Members. Reps from the RSL, Housing and SSD attended to answer any queries. The architect and his proposed sketches were also available. A brief summary of the LD specific supported housing concept was made available bilingually at the meeting so as to avoid any misunderstanding about the nature / type of supported housing being proposed. There were some queries about the nature of the supported housing and the potential tenants. These queries were responded to straight away (without divulging any confidential information) so as to avoid any rumours from escalating.

A rep from the RSL subsequently visited those immediate neighbours who had raised individual concerns (mainly relating to vehicular access). The RSL rep took on

board the concerns of neighbours and where feasible she negotiated parking and access rights for some of the neighbours. She also negotiated alternative parking during the construction period.

Relevant reps met with the lead Member / Local elected member immediately prior to the construction start date to update on progress and answer queries.

A press release was drafted and issued prior to construction

**Key factors:**

- ✓ Outline and detailed planning permission was sought simultaneously. This minimised the risk of concern escalating in the period between the outline and detailed applications being submitted (not always feasible to do this)
- ✓ The RSL commissioned a local Architect who had a good understanding of local planning and conservation practices. This minimised the risk of planning permission being refused or delayed.
- ✓ The Developer was made fully aware of the concerns of stakeholders prior to the construction start date and was commissioned by the RSL partly on the basis of their track record on considerate building practices. Construction is limited to certain times of the day. So far this has minimised disruption to neighbours
- ✓ The RSL rep maintained regular contact with neighbours on an individual basis. She listened to their concerns and responded where possible
- ✓ The RSL, Housing and Social Services kept the local Elected Member / Lead Member updated on progress
- ✓ The RSL, Housing and Social Services have worked together on the PR approach – each providing information and answering queries in relation to their own area of expertise
- ✓ Inviting immediate neighbours and visiting affected properties, where appropriate, avoided the need for a large scale public meeting

## Appendix 1 Sensitivity

<p><b>Low sensitivity</b></p> <ul style="list-style-type: none"><li>• Minimum Impact on neighbours<ul style="list-style-type: none"><li>○ Little or no material increase in activity in and out of project</li><li>○ SU likely to integrate fully with local community</li></ul></li><li>• Public perception – in general terms - of client group is positive or neutral</li><li>• Total number of Service Users occupying accommodation does not exceed 3</li><li>• A number of established comparable schemes in Denbighshire</li><li>• Service Users accessing project have on-going contact with professional/s i.e. Social Worker, OT, CCO <b>and</b> risks assessed as low</li></ul>
<p><b>Medium sensitivity</b></p> <ul style="list-style-type: none"><li>• Potential for moderate impact on neighbours<ul style="list-style-type: none"><li>○ activity in and out of project</li><li>○ SU behaviour that could lead to them “standing out” in the community</li></ul></li><li>• Public perception of client group – in general terms – is neutral or potentially negative</li><li>• Total number of Service Users occupying accommodation is between 3 – 5</li><li>• A number of established comparable schemes , not necessarily in Denbighshire</li><li>• Service Users will have been assessed by the provider as having low to moderate risks</li></ul>
<p><b>High sensitivity</b></p> <ul style="list-style-type: none"><li>• Potential for significant impact on neighbours<ul style="list-style-type: none"><li>○ Possible anti-social behaviour</li><li>○ Likely disruptions from activity in and out of project</li></ul></li><li>• Public perception of client group – in general terms – is negative</li><li>• Total number of Service Users occupying accommodation is more than five</li><li>• Service Users with no known or little history accessing service</li><li>• Potential that Service Users accessing the service will have been assessed by the provider and/or other professionals has being high risk to themselves or others</li></ul>

This matrix will be used as a tool for officers to guide the panel in relation to the 'type' of scheme that is under consideration. It is intended to be used as a guide to help determine the sensitivity of individual proposed Supported housing Projects. This is not a definitive checklist. There may be instances where some of the factors listed will not be relevant or where additional considerations will impact the decision made about the sensitivity of a proposed project.

### Public Reaction

Consideration will be given to public reaction to a proposed scheme within the context of balance, legitimacy, fairness, equality and safe informed decision taking.

Public reaction to a scheme and its users can sometimes be informed by a general negative impression of a particular group of people. Sometimes these views can be unfounded and far removed from the individuals accessing the service. There may

also be instances where local issues and concerns influence public reaction to proposals for a scheme.

This protocol recognises that public reaction can have a negative effect on a scheme and its residents and seeks to provide a balance between listening to and responding to legitimate concerns raised by the community and promoting equality.

Throughout the processes laid out in this protocol; officers, panel members and elected members will consider and review public reaction and the potential impact it may have on the proposed project.

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## Appendix 2

### Site Assessment Report; To Be Used By Developing Agency

#### Supported Housing Developments Assessment of Risk and Impact on Community

*To be completed by RSL/service provider for all supported housing schemes developed in partnership with Denbighshire County Council*

<b>1. Scheme Details</b>
Scheme Name:
Scheme Address/Proposed Site:
Target Client Group;
Scheme Type: (e.g. core and cluster, move-on)
Breakdown of type and number of units: (e.g. single flats, double flats, shared house etc.)
Maximum Capacity of scheme:
Age range of client group:
Gender mix of client group:
Estimated length of stay e.g. home for life, temporary, short stay
Any further details of scheme (communal areas, disabled facilities, staffing areas):
<b>2. Local environment</b>
Please provide an assessment of the location of the scheme (e.g. proximity to school, other relevant supported housing developments, residential areas etc.) How will any issues be managed?
Indication of current circumstances in the locality (e.g. current level of social exclusion, crime, anti-social behaviour etc.)

Please provide names and job titles of those consulted e.g. Name and badge number of NWP officer consulted around crime and ASB.

Is the scheme likely to have an effect (positive or negative) on locality problems?

Has the Equalities Impact Assessment for this project been updated to reflect the proposed accommodation?

Please detail any identified risks towards Service Users with 'protected characteristics' and detail steps that will be taken to mitigate these identified risks.

### **3. Community Involvement**

How will concerns be raised by the local community be addressed (including perceived fear)?

How will good community links be established and maintained?

### **4. Inter-Agency Links**

Which other agencies will be involved with clients?

What will their involvement be?

### **5. Scheme Management**

Please provide Service Charter or state clear Service Standards and explain how they are measured e.g. speed of investigating problems, mechanisms for ensuring areas for improvements are implemented etc.

Allocations and Lettings Policy – please provide copy

Complaints Procedure – please provide

Security – please give details of security measures (e.g. CCTV)

Noise Nuisance – Is this likely? Prevention measures to be taken?

Has best practice has been adopted from similar scheme elsewhere? Please give examples

## 6. Staffing

Nature and extent of staff cover (e.g. 24 hour, waking night cover etc.)

Management of staff e.g. competencies required, induction, training programmes

## 7. Management of Client

Please outline key processes e.g. initial assessment, risk assessment of client, activities to minimise risk/promote independence?

How will clients be managed e.g. responsiveness to supervision or ability to self-manage

What clauses will be included on the tenancy agreement/licence to prohibit anti-social behaviour and promote positive behaviour?

#### 8. High Risk Clients

If high risk clients are likely to be accommodated within the scheme please describe how the client and related issues will be managed (e.g. high risk offenders, people with complex needs, drug and/or alcohol activity, crime etc.).

#### 9. Planning Consent/Issues

Have you completed the "Planning pro forma" included in the Protocol for the development of Supported Housing in Denbighshire?

Yes

Please provide details of the Council Officer/s you have discussed this proposal with:-

No

**The planning pro-forma will need to be completed prior to a decision being made about the suitability of this site.**

Are you aware of any planning issues relating to this site?

Yes

No

If yes – please describe

- what these issues are
- how you intend to address these issues
- how it may impact on the implementation of this project

This report should be submitted to the relevant commissioning team i.e. Supporting People, DCC Housing Services, DCC LD team.

## Appendix 3

### SUPPORTED HOUSING PROJECTS PLANNING PROTOCOL

This protocol document has been produced by the Local Planning Authority (LPA) to assist those individuals and organisations seeking to promote “supported” accommodation projects within Denbighshire.

The attached pro forma should be completed by the individual or organisation seeking to promote a possible “supported” accommodation project within Denbighshire.

The LPA control the use of land or buildings within the County having regard to the provisions of the Town and Country Planning Act 1990. This protocol will enable the LPA to provide the necessary planning guidance to those individuals and organisations who may wish to use a building for a possible “supported” accommodation project.

#### **Why has the Protocol been produced?**

It is apparent that, in the majority of cases, the use of residential dwellings for supported housing schemes will not require planning permission. This is because the use would fall within the category Class C3 “Dwelling house” as defined by the Town and Country Planning (Use Classes) Order 1987 (Wales).

In simple terms the intrinsic character of the dwelling house would not be altered by the “supported” use. It is important to note that the C3 category does allow for elements of care to be provided to the occupants of that property and that up to 6 persons **could** be accommodated within the property.

Before establishing that planning permission would not be required for a supported housing scheme the LPA would need to clarify the lawful use of the property, whether any restrictive planning conditions exist on that property and whether the specifically intended “supported” use falls within the Class C3 category.

In certain circumstances, where elements of doubt on any of the aforementioned issues exist, it may be necessary for an application for a Certificate of Lawfulness for a Proposed Use to be submitted. An explanation of this process is given later in this document.

Where the LPA believe a change of use would occur they will respond accordingly and request a planning application be submitted.

#### **How the Protocol Works?**

The supported housing provider or agents acting on their behalf should contact the LPA using the attached pro-forma.

The LPA will then issue an informal response to the request within the prescribed times set out on the pro-forma.

**Definitions:-**

**“Certificate of Lawfulness for a Proposed Use (CLOPUD)”** – Unlike a planning application the CLOPUD seeks to establish whether the intended use of a property would be lawful. There is no assessment made in terms of impact, the use is either lawful or not. The onus is on the LPA, having regard to the information provided by the applicant and from their own records, to determine whether the proposed use is lawful. A user guide on this process is attached to this protocol.

**“Supported Housing”**, for the purposes of this protocol, is defined as any use of a property which may involve support, care or supervision of individuals or groups of people who are residing on a temporary or permanent basis at that property.

**“Class C3 Dwelling house”** – Use as a dwelling house (whether or not as a sole or main residence)

(a) by a single person or by people living together as a family;

(b) by not more than 6 residents living together as a single household (including a household where care is provided for residents)

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**SUPPORTED HOUSING PROJECTS PRO FORMA**

To be read in conjunction with the Denbighshire CC Supported Housing Projects Planning Protocol document.

1. Please confirm the address of the property you are intending to use for the supported housing?

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2. Please state the existing or last known use of the property.

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3. Please confirm the precise nature of your intended use of the property (include details of occupant numbers, proposed length of occupancy, level of care, supervision or support to be provided, estimated daily vehicle movements to and from the property, any other relevant information).

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4. Please confirm who will manage the property and whether you have a management system in place. Please include a name and contact address.(For the purposes of directing any future enquiries about the property)

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**The Local Planning Authority will confirm (on an informal basis) one of the following within 5 working days of receipt of the pro forma:-**

- No planning permission required**
- Please submit a Certificate of Lawfulness**
- Please submit a planning application to change the use of the property.**

**Please return to Planning Services, Caledfryn, Smithfield Road, Denbigh, LL16 3RJ or [planning@denbighshire.gov.uk](mailto:planning@denbighshire.gov.uk). Tel: 01824706727.**



## **Appendix 4**

### **Supported Housing Panel**

#### **Draft terms of reference and membership**

##### **1 Purpose**

The purpose of the Supported Housing Panel will be to

- Consider all proposals for developing supported housing in Denbighshire where the Council is involved as a commissioner or provider
- Ensure the processes set out in this protocol have been properly followed
- Consider the written views of all interested parties
- Take a balanced view of the needs of potential residents and the wants of a local community
- Make recommendations to Cabinet as to whether a development in a particular location should be supported
- Maintain records to aid the development of precedent and consistency in advice and decision-making

##### **2 Membership**

The membership of the Panel will consist of

- the two Lead Members for Social Services and Children's Services, and for Housing
- a standing nominated representative from each Member Area Group

Ward members will be invited to address the Panel where they wish to do so.

No substitutes will be allowed, unless

- a member is ruled out because they have a personal and prejudicial interest in a location under consideration or
- they are the standing nominated representative of the MAG where a proposed scheme is located and they are unable to attend to attend the Panel meeting..

Appropriate Officers will attend to support the panel.

##### **3 Quorum**

A quorum for the Panel shall be one half of the membership.

##### **4 Chairing**

The Lead Members will take the Chair and Vice-Chair of the Panel.

##### **5 Declarations of interest**

Members will be required to declare if they a personal and prejudicial interest in any matter under consideration.

## **6 Frequency of meetings**

Meetings will be convened as required to consider the location of proposed schemes. At least 5 clear days' notice will be given.

## **7 Voting arrangements**

Decisions will be taken on the basis of a simple majority of members present and voting. In the event of a tie, the Chair will have a casting vote.

## **8 Review**

The working of the panel will be reviewed one year after initial establishment to ensure effective working and learning from experience.

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## Appendix 5.1

### The commissioning and consultation process in detail – Supporting People Schemes

<b>1</b>	Regional Commissioning Plan approved by Regional Collaborative Committee
<b>2</b>	Supporting People Strategy and Local Commissioning Plan approved by Cabinet following consultation and scrutiny (identifying priority needs and specialist accommodation schemes required)
<b>3</b>	Development of individual scheme specification
<b>4</b>	Individual scheme tendering for either floating support or property based support
<b>5</b>	Scheme classified on basis of sensitivity (Appendix 1)
<b>6</b>	Award of tender to landlord and support provider – Contract award approved via delegated or cabinet decision depending on contract value
<b>7</b>	Search for potential properties in suitable location
<b>8</b>	Properties identified. Ward County Councillors informed confidentially that a scheme may be brought forward
<b>9</b>	Site assessment report (Appendix 2) completed
<b>10</b>	Planning advice sought (Appendix 3)
<b>11</b>	If more than one potential site, Officer Panel (Director, Planning, Supporting People, Housing, Community Living) to make decision on preferred site
<b>12</b>	Confidential briefing and consultation with ward county councillors and Lead Member (s). Briefing/consultation plan with key stakeholders agreed
<b>13</b>	Briefing and consultation with key stakeholders, eg immediate

	neighbours, Member Area Group, town/community councillors
<b>14</b>	Scheme amended on the basis of comments/consultation eg to mitigate impact, enable wider use of scheme facilities
<b>15</b>	Ward members and neighbours informed of changes made
<b>16</b>	Mechanisms for raising issues, liaison and scheme review agreed
<b>17</b>	Scheme submitted for recommendation to Specialist Accommodation Panel (see Appendix 4) with all comments
<b>18</b>	Decision taken by Lead Member or Cabinet
<b>19</b>	Monitoring/control/review of scheme

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## Appendix 5.2

### The commissioning and consultation process in detail – Community Living Schemes

<b>1</b>	Current and projected accommodation and support needs of people with Learning Disabilities identified to individual level as part of the Learning Disability Commissioning Strategy – under auspices of multi-agency Strategic Planning Group
<b>2</b>	RSLs briefed on nature of needs emerging and timescales
<b>3</b>	Services of RSLs identify potentially suitable properties to match needs. Ward County Councillors informed confidentially that a scheme may be brought forward
<b>4</b>	Scheme classified on basis of sensitivity (Appendix 1)
<b>5</b>	Site assessment report (Appendix 2) completed
<b>6</b>	Planning advice sought (Appendix 3)
<b>7</b>	Confidential briefing and consultation with ward county councillors and Lead Member(s). Briefing/consultation plan with key stakeholders agreed.
<b>8</b>	Briefing and consultation with key stakeholders, eg immediate neighbours, Member Area Group, town/community councillors
<b>9</b>	Scheme amended on the basis of comments/consultation eg to mitigate impact, enable wider use of scheme facilities
<b>10</b>	Tendering for support provider and award of tender
<b>11</b>	Ward members and neighbours informed of changes made
<b>12</b>	Mechanisms for raising issues, liaison and scheme review agreed
<b>13</b>	Scheme submitted for recommendation to Specialist Accommodation Panel (see Appendix 4) with all comments

<b>14</b>	Decision taken by Lead Member or Cabinet
<b>15</b>	Monitoring/control/review of scheme

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## Appendix 5.3

### The commissioning and consultation process in detail – Homelessness Schemes

<b>1</b>	DCC Supporting People (SP) Team and DCC Homelessness and Housing Options Service identify need for supported shared accommodation to facilitate timely, appropriate and affordable move on from supported housing commissioned by DCC through the Supporting People Programme; as a stepped phase to independent living.
<b>2</b>	DCC SP Team and Homelessness & Housing Options Service work with SP Supported Housing Providers to develop shared living move on protocol. Cohort of compatible service users wishing to move on as a “household unit” identified.
<b>3</b>	Homelessness & Housing Options Service identify house to facilitate “move on” for identified “shared household”. Ward County Councillors informed confidentially that a scheme may be brought forward.
<b>4</b>	Site assessment report (Appendix 2) completed
<b>5</b>	Planning advice sought (Appendix 3)
<b>6</b>	Confidential briefing and consultation with ward county councillors and Lead Member(s). Briefing/consultation plan with key stakeholders agreed.
<b>7</b>	Briefing and consultation with key stakeholders, eg immediate neighbours, Member Area Group, town/community councillors
<b>8</b>	Scheme amended on the basis of comments/consultation eg to mitigate impact, enable wider use of scheme facilities
<b>9</b>	Ward members and neighbours informed of changes made
<b>10</b>	Fully integrated Housing Management and Support Service agreed “House” and occupants to be provided with intensive housing management from Homelessness and Housing Options Service and occupants assigned support from an existing SP Commissioned Support

	Provider
<b>11</b>	Mechanisms for raising issues, liaison and scheme review agreed
<b>12</b>	Scheme submitted for recommendation to Specialist Accommodation Panel (see Appendix 4) with all comments
<b>13</b>	Decision taken by Lead Member or Cabinet
<b>14</b>	Monitoring/control/review of scheme

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## Appendix 5.4

### The commissioning and consultation process in detail – BASS

<b>1</b>	Her Majesty's Court Service Wales and North Wales Probation identify need
<b>2</b>	BASS Service Provider identifies potentially suitable property(ies). Ward County Councillors informed confidentially that a scheme may be brought forward
<b>3</b>	Scheme classified on basis of sensitivity (Appendix 1)
<b>4</b>	Site assessment completed (Appendix 2)
<b>5</b>	Planning advice sought (Appendix 3)
<b>6</b>	Named Single Point of Contacts in Police and Probation briefed and consulted (If support not given process stops and proposal withdrawn)
<b>7</b>	Confidential briefing and consultation with ward county councillors and Lead Member(s). Briefing/consultation plan with key stakeholders agreed.
<b>8</b>	Briefing and consultation with key stakeholders, eg immediate neighbours, Member Area Group, town/community councillors
<b>9</b>	Scheme amended on the basis of comments/consultation eg to mitigate impact, enable wider use of scheme facilities
<b>10</b>	Ward members and neighbours informed of changes made
<b>11</b>	Mechanisms for raising issues, liaison and scheme review agreed
<b>12</b>	Scheme submitted for recommendation to Specialist Accommodation Panel with all comments (see Appendix 4)
<b>13</b>	Decision taken by Lead Member or Cabinet
<b>14</b>	Monitoring/control/review of scheme